

## MENTAL HEALTH

**QUESTION:** Can I get an interpreter at mental health appointments?

**ANSWER:** Medicaid and CHIP cover interpretation at mental health appointments. Call the mental health plan listed on your Medicaid or CHIP card for more information. PCN does not offer mental health services. UPP clients should ask their employers' mental health plans if they offer interpretation. The state does not oversee this benefit for UPP clients.

## HARD OF HEARING

**QUESTION:** Can I get interpreters and telephone relay services for the deaf or hard of hearing?

**ANSWER:** Yes. Call Utah Relay Services at 711 or 1-800-346-4128. This is a free public telephone relay service or TTY/TDD. Follow the same procedures to request a sign language interpreter as you would for any language interpreter.



### Utah Department of Health CENTER FOR MULTICULTURAL HEALTH

<http://health.utah.gov/cmh>

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## LANGUAGE

### INTERPRETERS For Utah Medicaid, CHIP, PCN and UPP



Utah Department of Health  
CENTER FOR  
MULTICULTURAL HEALTH

**QUESTION:** I do not speak English well. Can an interpreter help me enroll in state health insurance programs?

**ANSWER:** Yes. The Department of Workforce Services has interpreters for many languages. They can help you learn about and apply for Medicaid, CHIP (Children's Health Insurance Program), PCN (Primary Care Network) or UPP (Utah Premium Partnership).

**QUESTION:** After I have joined Medicaid, CHIP, PCN or UPP, can interpreters help me get health care?

**ANSWER:** Yes. Interpreters can help all state insurance clients talk to representatives in person or over the phone about their benefits and can help most visit their health care providers.



**QUESTION:** How much will it cost me to use an interpreter?

**ANSWER:** Nothing. Interpretation is free when you contact the Department of Health or the Department of Workforce Services about Medicaid, CHIP, PCN and UPP. Medicaid, CHIP and PCN clients also get free interpretation at health care appointments.

## STATE AGENCIES

**QUESTION:** How can an interpreter help me talk to Utah government workers about state health insurance programs?

**ANSWER:** If workers cannot help you in your native language, they will call an interpreter by phone. If you are on the phone, they will place you on hold until they reach the interpreter in a three-way call.

## HEALTH CARE APPOINTMENTS

**QUESTION:** How do I get an interpreter for my health care appointments?

**ANSWER:** Arrange for an interpreter before your appointment. If your health plan is:

<b>HEALTHY U</b> (Medicaid)	Call Healthy U at 1-888-271-5870 and ask for the name and number of a contracted interpreter. Then call the interpreter.
<b>SELECT ACCESS</b> (Medicaid)	Call Select Access at 1-800-662-9651 and ask for an interpreter. Select Access will transfer you to a contracted interpreter.
<b>MOLINA</b> (Medicaid and CHIP)	Call Molina at 1-888-483-0760 and ask for an interpreter. Molina will transfer you to a contracted interpreter.
<b>PEHP</b> (CHIP)	Either you or your health care provider may choose any interpreter with a Tax ID number. If neither of you know any qualified interpreters, ask a Medicaid Interpretive Services contractor.*
<b>PCN</b>	Ask your health care provider to call a Medicaid Interpretive Services contractor.*
<b>UPP</b>	Ask your employer's health plan if they offer an interpretation benefit. The state does not oversee this benefit for UPP clients.

**QUESTION:** How do I know which health plan I belong to?

**ANSWER:** The name of your health plan is on your Medicaid or CHIP card. PCN clients simply belong to PCN. UPP clients participate in their employers' health plans.

**QUESTION:** What if I am in Medicaid or CHIP but do not have a health plan yet?

**ANSWER:** Medicaid clients in Davis, Salt Lake, Utah and Weber counties and all CHIP clients should call their health program representatives to select a health plan. Other Medicaid clients should call their local health department to either select a health plan or get help arranging for a Medicaid Interpretive Services contractor.\*

**QUESTION:** When should I ask for an interpreter?

**ANSWER:** Immediately after scheduling your appointment with your health care provider.

**QUESTION:** What if I have to cancel my appointment?

**ANSWER:** You must call both the health care provider and the interpreter right away if the appointment must be changed or cancelled.

**CALL YOUR HEALTH PLAN**  
if you have trouble getting an interpreter or need more information. Each health plan has a toll free number:

Healthy U	1-888-271-5870
Select Access	1-800-662-9651
Molina	1-888-483-0760
PEHP	1-800-765-7347
PCN	1-888-222-2542

\*For Medicaid Interpretive Services contractors, call 1-800-662-9651 or see <http://health.utah.gov/medicaid/provhtml/interpreter.html>